



MISSION: INTEGRATION

HANFORD

MISSION

INTEGRATION

SOLUTIONS

NEWSLETTER

March 2022



MISSION: PROGRESS

From the smallest projects to the largest ones,
we all help advance the Hanford mission.



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OFFICE OF THE PRESIDENT



Progress is easy to identify at HMIS, with indicators in every aspect of our work. In the past year, we have grown as a company while holding close our mission, vision and values. Much of our visible progress has been in maintaining an incredible safety record, while continually improving and streamlining operations at the Hanford Site, enabling progress for ourselves and our Hanford customers. While this is one indicator for us as a company, I also see progress as perseverance in some instances.

Our first year as HMIS began in the middle of a pandemic, with some of us learning to work in remote environments, and all of us adapting to changing protocols. While this brought different challenges, our team didn't waver. We delivered mission integration without compromising the quality, safety or cost effectiveness of our product.

As we continue resuming some of our previous routines, I'm excited to see more of our HMIS family – at work and in our community. Knowing we were able to stay strong and navigate a challenging and uncertain time shows our perseverance. We rose to the challenges and continued to move forward with our One Hanford mission.

This team has met and exceeded goals, produced innovative services to enable cleanup, and excelled in new ways to better support our Hanford customers. When I think of progress as a team, I am proud to say, "we are still here." You have the drive, passion and tenacity that proves HMIS employees are committed to who we are and what we do.

Bob

Guest Message – Jason Lacher

There are many ways to define progress, but for most, it means advancing or improving toward a vision or goal. At HMIS, our mission is to introduce innovations through proven technologies to drive improvement of our service delivery in support of the One Hanford cleanup mission.

As the Chief Technology Officer, my team focuses on working to implement innovative technologies to improve safety, cyber security, and the efficiency of day-to-day operations. We are leveraging information technology and operational technology in the field to gain insights, improve productivity, and increase the value of data.

Some exciting examples of this progress include the work our Infrastructure and Site Services teams are doing with mixed reality, preparing procedures for the new Central Plateau Water Treatment Facility, even as construction continues on the plant itself.

We've incorporated application platforms like Microsoft PowerApps, which has dramatically reduced the amount of time our teams need to create new applications to help streamline processes. A new call center system utilizing artificial intelligence improved our help desk performance at the Mission Service Desk, and a modernization of the business management system is currently underway, which will migrate the workforce solutions, finance, and supply chain management systems onto a new cloud-based system.

Embracing new technology can be challenging, but it's also exciting and necessary. We're proud of the progress we're making and excited about what lies ahead.



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DOE Senior Advisor Visits Hanford Site

Contributor: Shane Edinger

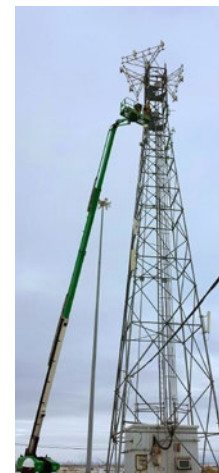
DOE Office of Environmental Management Senior Advisor William "Ike" White visited the Hanford Site in February, meeting with DOE leadership and the presidents of Hanford's prime contractors. White also toured several Hanford projects during his visit, including the new Central Plateau Water Treatment Facility project.

During the tour, HMIS President Bob Wilkinson shared an update on construction of the treatment plant, which will produce more than three million gallons of water a day when it comes online next year. The facility will support the water needs of Central Plateau operations, including the Direct-Feed Low-Activity Waste program. Wilkinson also highlighted HMIS' role as site integrator, providing essential services like electrical utilities, road maintenance, information technology and business management systems in support of the One Hanford mission.

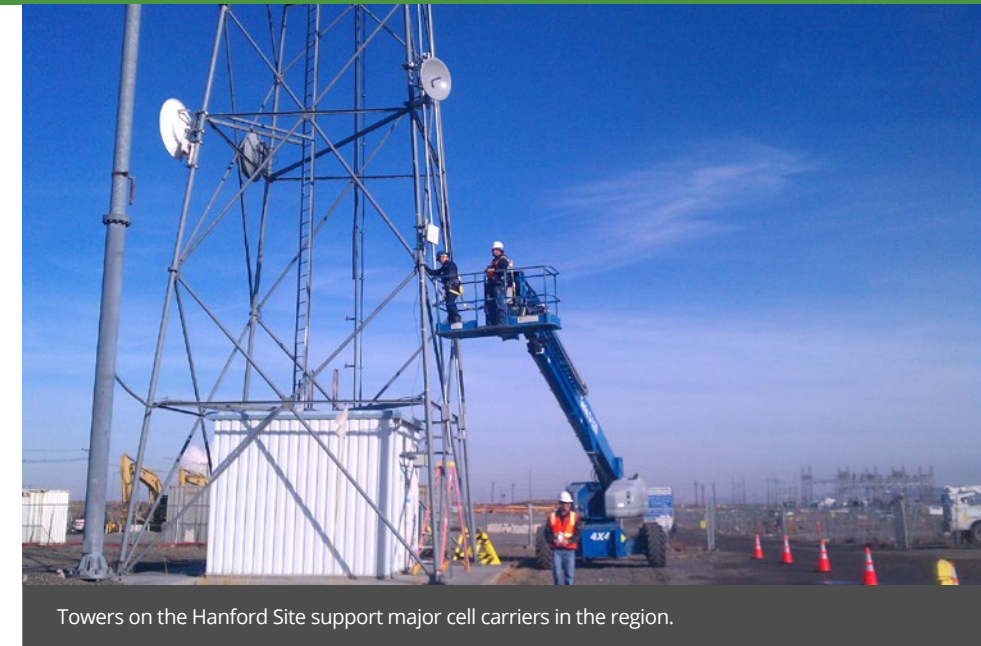
IMS Helps Cell Carriers Modernize Services

Contributor: Robin Wojtanik

Upgrades to cellular services on the Hanford Site will improve coverage on the Central Plateau and the River Corridor, an effort assisted by our Information Management Services team. There are six towers within Hanford's boundaries used by commercial carriers. These upgrades are important to the Hanford mission because the workforce leverages these services for voice, data, and video communications at worksites where other options are not available.



Recent requests to migrate cell carriers to fiber optic circuits will support fifth generation solutions, also known as 5G. This technology allows phones and hotspots to operate faster. "It increases the bandwidth that cellular carriers can provide," said Toby



Greer, project administrator for IM Field Support Services. While 5G has made headlines for potential interference with air traffic communication, our IMS team has no concerns the frequencies will conflict with Hanford work, thanks to the oversight of IT Engineering's frequency coordinator.

Whenever cell phone carriers look to update their towers, our IMS team provides oversight

and local engineering to assist in meeting specifications and reviewing any modifications proposed. The 5G improvements are expected to improve coverage and increase overall network speed. Work is likely to continue throughout the year for several major cell carriers.

Hanford Patrol Leads Emergency Response in 200 East

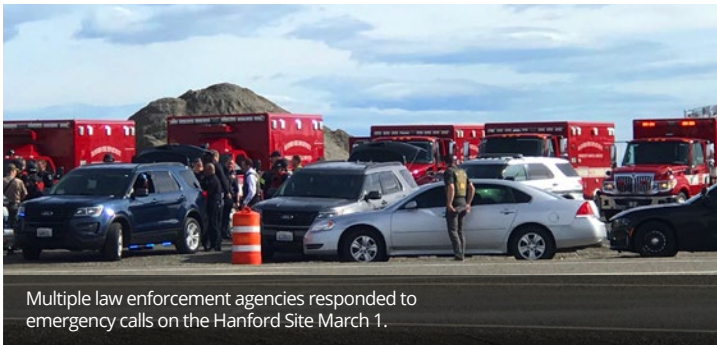
Contributor: Col. Kyle Hiller, Hanford Patrol

Phone calls reporting a potential emergency in the 200 East Area brought more than 100 first responders to the scene the morning of March 1, starting with Hanford Patrol and the Hanford Fire Department. The event ended up categorized as a false alarm but served as an example of the kind of swift, efficient response our teams train for.

Patrol officers are commissioned by DOE to enforce federal laws on the Hanford Site and, like other law enforcement agencies, share a legal responsibility and moral obligation to also protect human life. To meet this responsibility, Patrol began active assailant training back in 2002, about ten years before it was required at all DOE sites. Hanford Patrol has cross trained with Hanford Fire and local law enforcement agencies to ensure mutual responses are compatible, symbiotic, and prepared for potential casualties.

Patrol continuously monitors recent events, guidance, and trends to ensure our officers receive the best training, including Tactical Combat Casualty Care. This training comes directly from lessons learned during the ongoing war on terror and focuses on how to best treat victims of gunshot wounds to provide them the best chance of surviving. All Patrol vehicles are equipped with TCCC kits, and our officers carry these into potential active assailant environments.

Officers responded that Tuesday as though this was a potential active assailant environment after the Patrol Operations Center received multiple calls reporting shots fired in the 2750E building, occupied by WRPS staff. This also initiated an Emergency Operations Center sitewide notification.



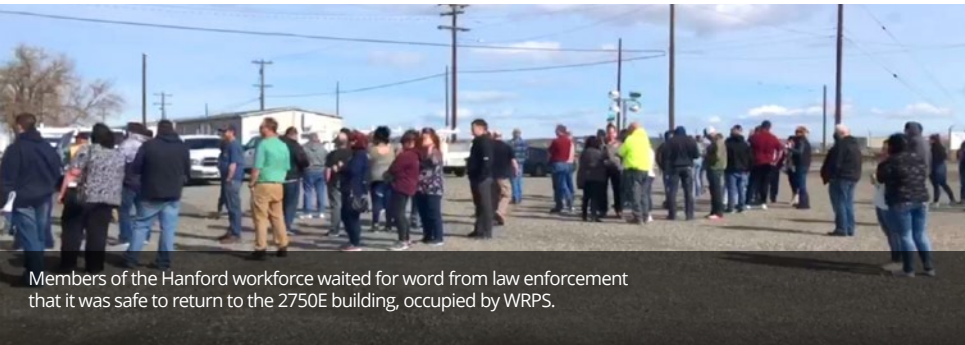
Multiple law enforcement agencies responded to emergency calls on the Hanford Site March 1.



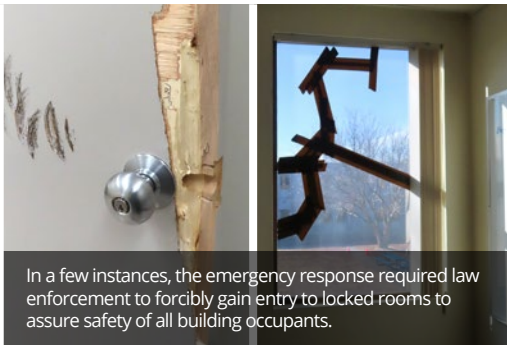
In addition to the Patrol response, mutual aid came from numerous agencies around the region. As law enforcement arrived, they formed small, multi-agency teams and immediately began entering 2750E and surrounding buildings in search of both an armed suspect and potential victims.

As is normal in these types of incidents, responders often battle erroneous information, including multiple competing calls to include shots heard around neighboring buildings and reports of potentially suspicious vehicles, adding to the complexity of the event.

“Thank you to the brave law enforcement personnel who help ensure our safety at work and at home.” – Brian Vance, Hanford Site manager



Members of the Hanford workforce waited for word from law enforcement that it was safe to return to the 2750E building, occupied by WRPS.



In a few instances, the emergency response required law enforcement to forcibly gain entry to locked rooms to assure safety of all building occupants.

Hanford workers acted appropriately and followed the “run-hide-fight” guidance they had been instructed to do as part of the yearly Hanford General Employee Training. As officers came across people within the structures, they were evacuated. In some cases, employees had locked themselves inside of rooms and, again, were correctly cautious when officers knocked on their doors.

In many cases, officers came across locked or secured rooms. Though Hanford Patrol stocks master keys, used to gain access to most offices, not all response teams are issued individual keys, especially those comprised strictly of officers from off-site agencies.

Because of this, a room may be forcefully entered when there is no response from inside. This may indicate the suspect is hiding within or a victim who is unable to respond. In these cases, time equals lives, and doors are breached to gain access, which occurred approximately six times in 2750E.

Thankfully, this event turned out to be a false alarm due to construction work in the area using tools that sounded like a gunshot. Each person who reported their concern made the right decision. We are grateful everyone responded appropriately on March 1, including our Hanford Patrol, Hanford Fire, local law enforcement agencies, and especially Hanford Site employees.

As we strive to be prepared for any potential threat to the Hanford Site, personnel may notice an increased presence by Hanford Patrol as officers conduct walk-throughs and random searches of facilities.

Thank you to the following agencies for your immediate response to the Hanford Site on March 1:

- Benton County Sheriff’s Office
- Federal Bureau of Investigation
- Kennewick Police Department
- Pasco Police Department
- Richland Fire Department
- Richland Police Department
- U.S. Drug Enforcement Agency
- Washington State Patrol

ONE HANFORD MISSION

Collaboration Promotes Opportunities for Small Businesses

Contributor: Shane Edinger

Small businesses are the engine that keeps the local economy running, and working with small businesses is a key contract component for HMIS. As the site integrator, our Procurement team collaborates with other Hanford contractors to create a unique way to reach potential subcontractors and offer firsthand assistance to small businesses wanting to work with Hanford contractors.

Hanford Small Business Program managers host online forums quarterly to connect with local and regional small businesses and share best practices for doing business at the Hanford Site. “The feedback has been really positive,” said Haley Taylor, Small Business Program manager at HMIS. “Some vendors haven’t worked with the prime contractors in a while, and they really appreciate the updated information and helpful tips on how to do business with Hanford.”

The highlight of each forum happens when contractors preview potential business opportunities on the horizon. “The 90 to 120-day look ahead helps small businesses know what opportunities are coming up, determine which would be a good fit with their business models, and then make plans to submit proposals,” added Taylor, who has been key in organizing the online forums.



Haley Taylor shares information about putting together a successful contract proposal during a recent One Hanford subcontractor quarterly online forum.

The first event in June 2021 focused on Hanford’s 5-Year Plan and included an overview of each contractor. Forums held in October 2021 and January 2022 focused on insurance requirements for subcontractors working at Hanford, along with helpful hints on putting together a successful contract proposal. Each virtual event attracted around 150 participants representing 40-70 potential subcontractors.

Forums will continue to be held virtually, with the next scheduled for April.

ONE HANFORD MISSION

One Hanford Virtual Job Fair Brings Job Seekers

Contributor: Cerise Peck

Workforce Solutions and One Hanford Communications partnered to create a virtual HMIS booth for an event that attracted more than 1,500 participants. The One Hanford Virtual Job Fair was the first combined online outreach by the One Hanford team to generate excitement for Hanford’s important mission, career opportunities, and to promote Hanford as an employer of choice.

The five-hour event was hosted on a virtual platform that allowed registered job seekers to visit booths from DOE and site contractors, plus an opportunity to interact with recruiters, offering the one-on-one conversations sought during job fairs.

“Our One Hanford Communications team played a vital role in advertising the event to the community, supporting Workforce Solutions and ensuring content within the booth was accurate in representing HMIS to potential applicants,” said Debbie Kelley, chief of staff.

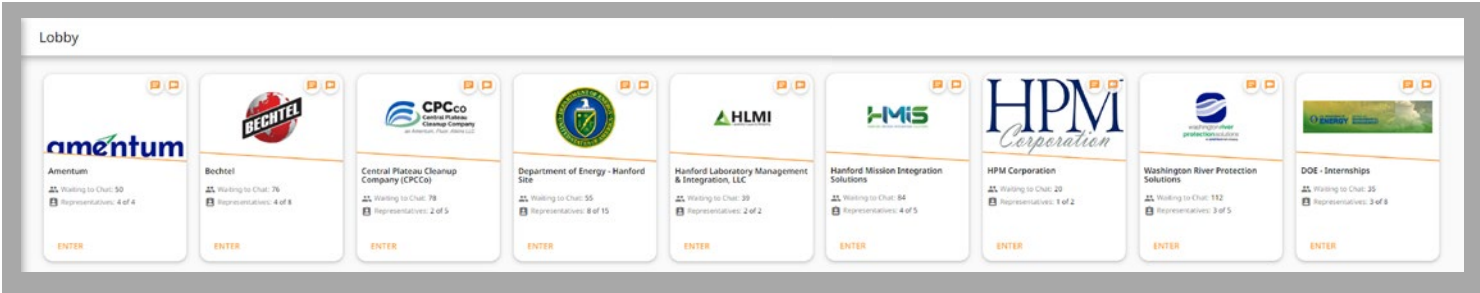


Hiring manager Dan Seitz participated in a virtual recruiting event highlighting jobs at the Hanford Site.

From the moment the event kicked off, all booths had a consistent waiting line. The HMIS booth, staffed by Workforce Resources and Development Manager Dan Seitz and HR Specialists Erin Mills, Jessica Esparza, Jim Whalley and Maureen Gore, was very popular, with staff engaging interested registrants for the entirety of the event.

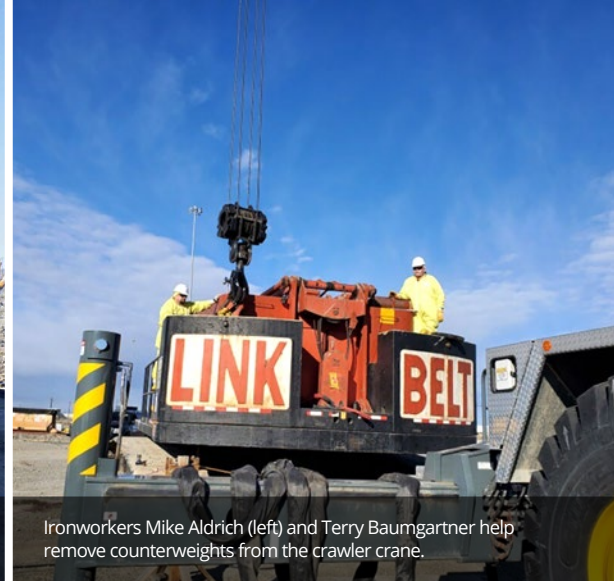
“The turnout was impressive,” Seitz said. “Utilizing this platform was exciting, as we always seek new and innovative ways to connect with qualified individuals. My team was able to engage with applicants in the community and surrounding areas, and the virtual platform allowed us to speak to many job seekers.”

The One Hanford team partnered with WorkSource Columbia Basin, Columbia Basin College and WSU Tri-Cities. With the success of the first event, plans are being discussed to host a similar event this fall.





Crane & Rigging removed the mast and boom from the crane used at PFP.



Ironworkers Mike Aldrich (left) and Terry Baumgartner help remove counterweights from the crawler crane.

MISSION: PROGRESS

Heavy Crane Disassembled for Transport

Contributor: Robin Wojtanik

After decades of service, our Crane & Rigging team began disassembling a crane once instrumental to countless projects – the last of which was demolition of the Plutonium Finishing Plant. Called a “lattice boom crawler,” this type of mobile crane is one of the largest in the construction industry.

Until recently, the workhorse on the Hanford Site weighed about 250,000-pounds, roughly equivalent to 20 elephants. C&R began disassembling the crane to reduce its overall weight, including removing the counterweights, load block, boom, some of the wire rope, and a portion of the mast. Removing these pieces will allow for a reduced load sent to the Environmental Restoration Disposal Facility.

The crane touched many projects on the Hanford Site since it first came into service in 1977 – back when Jimmy Carter was president! “Some tasks included weekly support to lift boxes for repackaging during the busy American Recovery and Reinvestment Act clean up years (2009-2015), numerous heavy lift projects throughout 200 East and 200 West, then, lastly, crucial support at the final stages of prepping the PFP facility for the start of demo activities,” said Sean McFadden, director of Crane & Rigging Services.

When shipped to its final resting spot at ERDF, the crane will still be heavy – weighing about 160,000-pounds – or equivalent to about 12 elephants instead of 20.



Rising to an impressive height of about 17-stories, the crawler crane removed the roof of the Plutonium Reclamation Facility.

MISSION: PROGRESS

Numerous Complex Repairs Accomplished Quickly

Contributor: Robin Wojtanik

Our Water & Sewer Utilities organization successfully completed 13 complex jobs in February, when a typical month might see just two or three. The work packages included corrective maintenance on critical pieces of equipment and required a highly coordinated effort from many other groups.

“There were so many moving parts,” said Jeff McMurrich, project & program manager for W&SU. “We often had to fix one thing even before we could replace another.”

Those moving parts included efforts from Crane & Rigging, Electrical Utilities, Engineering, Industrial Hygiene, Operations, Procurement, Maintenance Services, Safety and Work Management, with subcontractor TerraGraphics Environmental Engineering.

Much of the work involved sanitary water pumps that failed due to age of equipment. Some of the repairs included fixing a leak, switching out a breaker, changing valves, replacing a pump motor – and more!



Ryan Foeppel checks a new motor before it is installed in a pump house.

Most projects weren't as straightforward as simply taking out one faulty piece of equipment and replacing it with another. For the repair done on a failed pump at the 283 East Water Filtration Plant, riggers assembled extensive scaffolding over the equipment so Maintenance personnel could remove the existing pump and motor. Procurement secured the parts needed and electricians tested the new motor to calibrate it correctly. Then, the replacement motor had to be lowered into the pump room through the ceiling before it could be installed!

“It was really unheard of to have this many repairs in a short time,” added McMurrich. “When I stood back and looked at all the groups involved and how many things had to go right to get each work package completed, it was a huge win for everyone.”



Riggers Victor Webley (foreground) and Ryan Foeppel install scaffolding for a pump repair.



HMIS President Bob Wilkinson and other cleanup leaders discuss successful operational strategies.



Chief Technology Officer Jason Lacher shares about Hanford's Connected Enterprise Vision.



HMIS President Bob Wilkinson leads a panel discussion on cybersecurity improvements for Energy Facility Contractors Group.

MISSION: PROGRESS

Accomplishments & Innovations Shared at WM2022

Contributor: Jill Harvill

On the heels of progress outlined in the **2021 Year in Review**, our HMIS team shared key accomplishments and innovations at the 2022 Waste Management Symposia. This event brings together industry experts from over 20 countries to discuss safe, cost-effective solutions to management and disposition of radioactive waste and the decommissioning of nuclear facilities.

HMIS President Bob Wilkinson spoke on two panels. One focused on results-based project execution and ways to improve the effectiveness

of operations while increasing efficiency and reducing cost. Another was the Energy Facility Contractors Group panel, discussing development and implementation of innovative processes and practices at HMIS.

Safety Specialist Ginger Benecke and Safety Programs Manager Andy Foster presented on Hanford Site traffic safety activities, campaigns and improvements made to progress and enhance traffic safety.

Engineering & Projects Vice President Diane Cato participated in a panel covering "Challenges in the U.S. DOE High-Level Waste Tank Management Program." She discussed tools and techniques that can accelerate the critical decision and approval process for capital construction projects.

Chief Technology Officer Jason Lacher provided a session on "Hanford's Connected Enterprise Vision." He described current and future actions taken to integrate, consolidate, and secure Hanford networks and systems.

Interface & Integration Services Vice President Brian Von Barga presented on our Custodial Services support during the COVID-19 pandemic, where he highlighted the performance and evolution of custodial services functions at Hanford.

HAMMER Radiation Safety Training Manager Kerry Adamson shared how HAMMER quickly adapted operations to successfully maintain training of the Hanford workforce during the pandemic. This was accomplished at a time when most training facilities stayed closed or struggled to operate.

In addition to our presenters, Environmental Field Support Manager Joy Shoemake served on the Program Advisory Committee and HMIS sponsored the STEM Zone. Thanks to everyone whose hard work and perseverance allows us to share our mission progress with a global audience.

MISSION: PROGRESS

Team Focus: Mission Service Desk is There for You

Contributor: MaryAnne Wuennecke

Whether or not you've ever called (509) 376-1234, the Mission Service Desk has supported your work. They not only get your computing systems ready before you even come on board, they're also the (metaphorical) grease that keeps the electronic wheels turning for the entire Site. "From assisting with hardware and software issues to changing a password and everything in-between – we're a one-stop source for everyone who interacts with the Hanford network," said manager Joe Oertel.

They've gone by many names over the years – "CTS" (Computer Technical Support) and Help Desk are two still frequently heard – but Mission Service Desk best describes the team of around 20, "We are the conduit for communication. Our agents take pride in helping customers get the support they need. If your email isn't working or you can't get into a Teams meeting, you can't do your part to support the mission."

The team handles an estimated 5,000 requests per month via calls, emails, the chat widget and online tickets, "And that's being conservative! When something happens, it goes way up," said Oertel.

The MSD aims for world-class service. Recent progress includes modernizing their tools, which brings improvements for both the MSD team and its customers, and supports remote work changes. For example, if your email goes down while working remotely, you can't just turn to a co-worker to ask if theirs is working. New tools can flag keywords to let the team know multiple users are experiencing the same issue.



Members of the Mobile Services support team Derek Andrews (left) and Don Hollenback.



Members of the End User Computing support team, (from left) Steve Peterson, Scott Comstock and William Lang.



From left, Hector Zamarron (Help Desk tech), Abraham Torres (Help Desk tech), Cathey Gormsen (operations specialist) and Vanessa Fabre (Help Desk tech).

And the MSD wants you to reach out! "Never be afraid to ask the question," said Oertel. "We can't guarantee we'll have the answer immediately, but we won't stop working until we do – or until we find the right person to answer it."

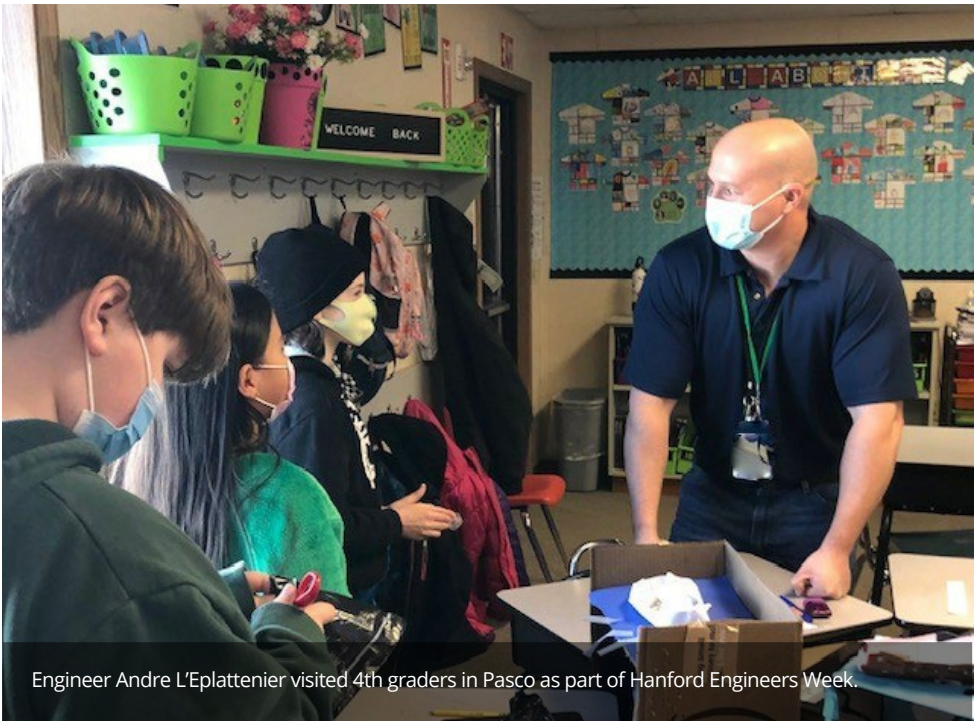
COMMUNITY OUTREACH

Hanford E-Week Back in Person

Contributor: Robin Wojtanik

For the first time since 2020, Hanford Engineers Week returned with in-person classroom visits to schools across the region. HMIS Engineers Gabby Sanchez and Andre L'Eplattenier visited classrooms as part of "Zoom into Engineering," a program aimed at 3rd to 6th grade students.

Hands-on demonstrations got kids excited about engineering fields using items like "radioactive" ping pong balls, hoop gliders and handheld parachutes. Andre and Gabby both visited schools in Pasco as part of nearly 200 sessions during the week.



Engineer Andre L'Eplattenier visited 4th graders in Pasco as part of Hanford Engineers Week.

HMIS FAMILY



The HMIS Family put together more than 1,750 Bite2Go kits in less than two hours. Great job team!

Helping at Second Harvest

Contributor: Shane Edinger

The HMIS Family was out in full force again to lend a hand at Second Harvest Tri-Cities. About three dozen HMIS employees and family members formed a very efficient assembly line to produce more than 1,750 Bite2Go weekend meal kits in just under two hours!

The meal kits include several pre-packaged and easy-to-make items to ensure students have food to eat when meals are not available at school. Second Harvest will distribute the kits to students at 15 elementary schools around the Tri-Cities.

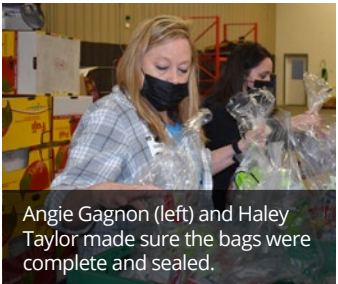
Keep your eyes on the *Mission Insight* weekly email for more upcoming HMIS Family volunteer opportunities.



Gabriela Sanchez (left) and Jason Altman got the assembly line started.



Amy Lemmons (left) and Annika Reams kept the bags moving.



Angie Gagnon (left) and Haley Taylor made sure the bags were complete and sealed.



Melissa Alvarez (left) and Jill Harvill drop in some ready to eat snacks.

